

CONSEQUENT PROCESS DIGITALIZATION IN CUSTOMER SERVICE OF QUICKLINE

With new processes and interfaces
Isonet ensures an efficient
cooperation



Quickline is a Swiss telecommunication company and together with 24 independent, regionally anchored partners form the Quickline network.

Quickline develops products for internet, TV/radio, fixed and mobil telephony and supports its partners in the local market development. Together, they provide personal customer service locally and connect private customers and SMEs with the world.

The success of Quickline is based on the combination of strong partners in the Quickline group. Together they reach around 400.000 households.

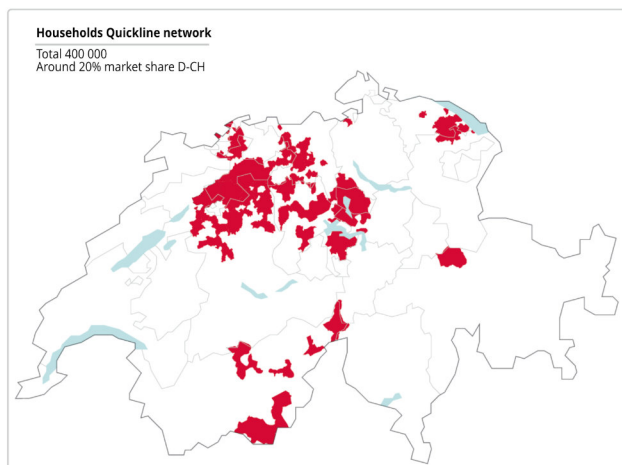


Illustration: distribution area Quickline network
(Source: Mediendownload@quickline.ch)

Quickline has been using Isonet software since 2007 to ensure high-quality customer support.

This approach ensures cross-company communication with 24 cable network operators.

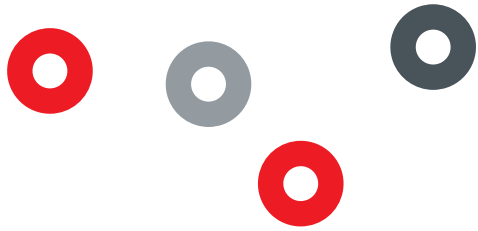
QUICKLINE GROUP COMPACT

HEADQUARTER	Switzerland, Nidau
HOUSEHOLDS SUPPLIED	400.000
INDUSTRY	Telecommunications
ECONOMIC AREA	Switzerland
BUSINESS VOLUME 2019	CHF 268 million

ANDRÉ GYSI
Application Operation Manager
Quickline AG

»With the software from Isonet, almost anything is possible. We can solve many problems.«





1

Start of cooperation

To ensure high-quality customer support, Quickline continues to focus on the software from Isonet since 2007.

Quickline is a full-service provider for TV, Internet, and telephone has an extensive range of services. Accordingly, customer support, which is intended to advise customers on questions and problems and rectify faults, is correspondingly complex.

Customer support must also work and communicate with the 24 cable network operators who are parts of the Quickline network.

To ensure that the work steps are traceable and to guarantee high quality, Quickline looked for a provider for a ticket system in 2007. Isonet was able to meet all requirements. This fulfillment is the reason why the company relies on the software from Isonet.

For Quickline, Isonet then mapped the existing processes in the software and trained the employees in the new working method.



Illustration: outside view of the building Nidau
(Source: Mediendownload@quickline.ch)

2

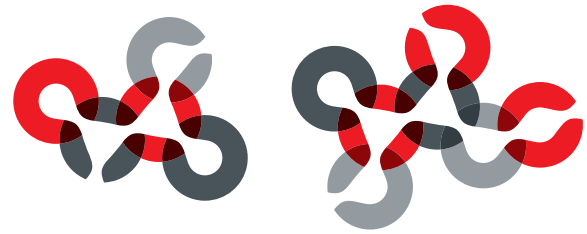
Improvement thanks to workshops, new interfaces & processes

In workshops, Isonet shows the potentials of the software and configures an interface to Dezide.

Over the years, Isonet has developed the software regularly updated and expanded. This is why Isonet conducted a training course in 2014 to show Quickline employees how to use the software to make their work more efficient. The employees drew a consistently positive conclusion and were able to redesign their work. André Gysi, Application Operation Manager Quickline:

»We were amazed at what was possible and have seen that we have done the training a great added value for our work with of the Isonet software.«

After the training, the workload with Isonet's software expanded continuously. Quickline commissioned the first interfaces. First, Isonet configured an interface to Dezide. The program offers trouble-shooting guides that enable Quickline service desk staff to check whether the customer problem can be solved directly or whether a ticket must be created for further processing. Thanks to the interface, Quickline employees can directly create a ticket via Dezide, which was impossible before.



3

Isonet ensures efficient processes in the corporate group

After WWZ AG joined the Quickline network advises Isonet on process optimization and programs an interface.

During the collaboration, the Quickline network has been expanded several times. One was the entry of WWZ AG (formerly Wasserwerke Zug AG) in 2011. In order to ensure that both companies continue to work together efficiently through the merger and to be able to offer customers a high-quality service, they relied on Isonet's competent advice.

For Isonet, the merger was a challenge. On the one hand, customer history had to be made available across companies for efficient customer service. On the other hand, Isonet had to integrate the processes of WWZ AG into the Quickline AG system. To achieve optimal cooperation and individual process adaptations by both companies, Quickline and WWZ 2016 jointly introduced the 446 Plattform®. Isonet deployed an interface and thus connected the systems.

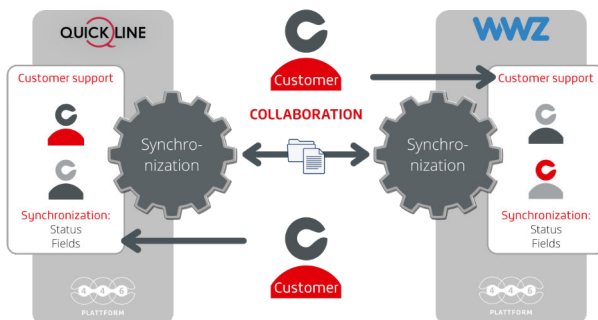


Illustration: Process synchronization with the 446 Plattform®

The result: The information process between both companies could be standardized and synchronized. WWZ initially worked with a different ticket system so that the ticket's processing status was no longer traceable in the event of malfunctions that were forwarded by the Quickline network. Thanks to the interface, each company knows which ticket has to be resolved when and where and can reject it to the other company if necessary. This has made it much easier to record and process customer inquiries.

4

New interfaces make the joy of working together

Additional interfaces provide for more efficiency and joy for the employees.

Thanks to the continuous updating of the software and the configuration of new interfaces, the Quickline network significantly increased efficiency.

In early 2017, Isonet configured an interface to the project management software Jira. This software is used in particular by a second level support team of Quickline. The colleagues at this place process the faults for a specific product.

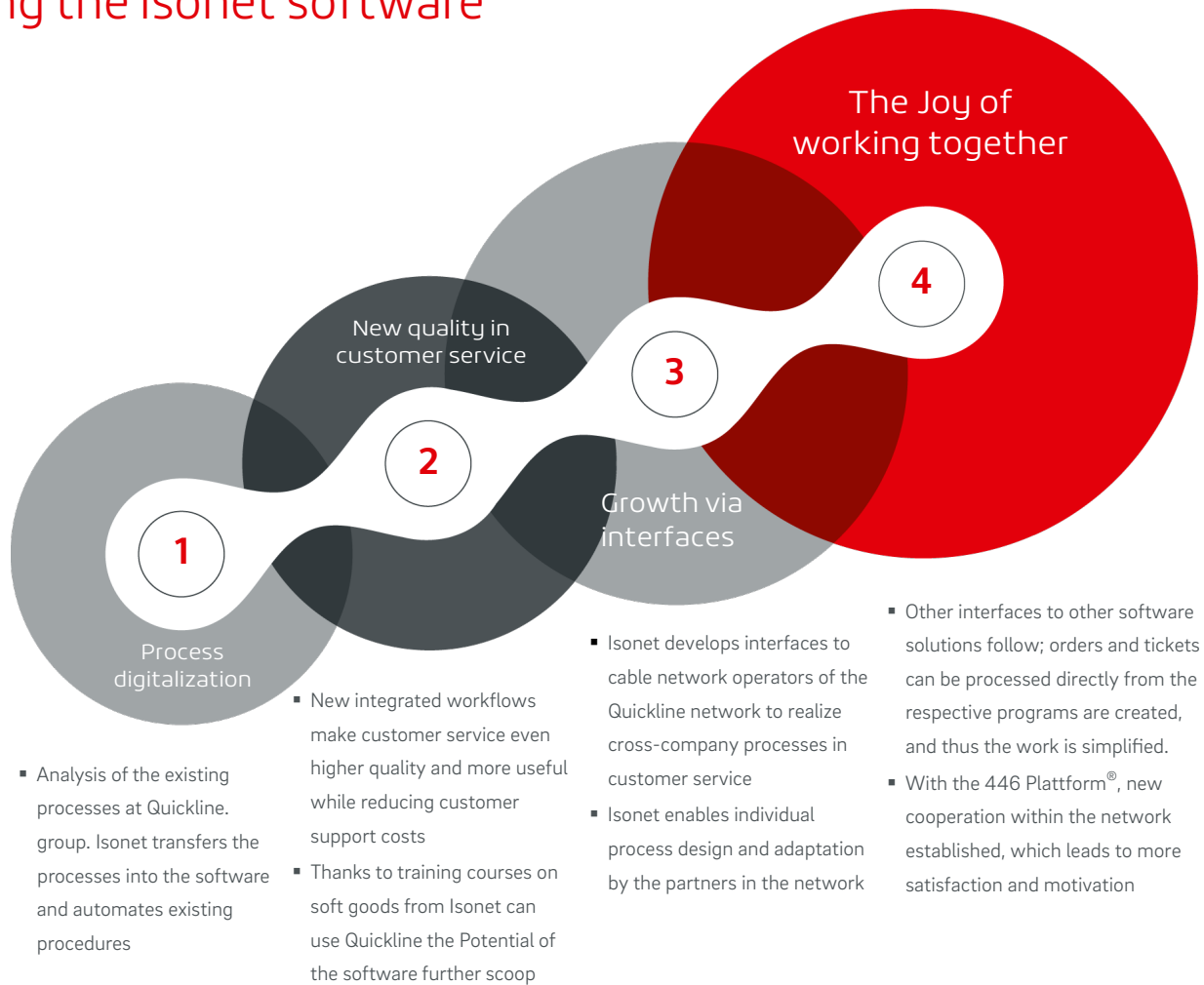
Thanks to the interface, Jira tickets are automatically generated and reconstructed on the 446 Plattform®. This means that the Customer support staff can always track the ticket's status at the partner's site without switching to the Jira system.

André Gysi, Application Operation Manager at Quickline, is very satisfied with the cooperation. The fact that Isonet can quickly implement interface requests is a particular advantage for the company:

«We want to continue to grow and further optimize our processes. Isonet is the ideal partner for us. If we have a wish, Isonet helps directly. After optimization, it is always the highlight of the collaboration to see that the employees enjoy the changes.»

OVERVIEW

Using the Isonet software



ABOUT ISONET

With its Systemic Process Management, 446 Methode®, Isonet combines the areas of process analysis and management consulting in an innovative way. Since its foundation in 1994, the company, located in Zurich and Leipzig, serves a wide range of customers from various industries and different company sizes. With Isonet's IT solution, 446 Plattform®, own processes can be mapped integrally and flexibly optimized or completely redesigned. The joy of working together creates more space for innovations.

